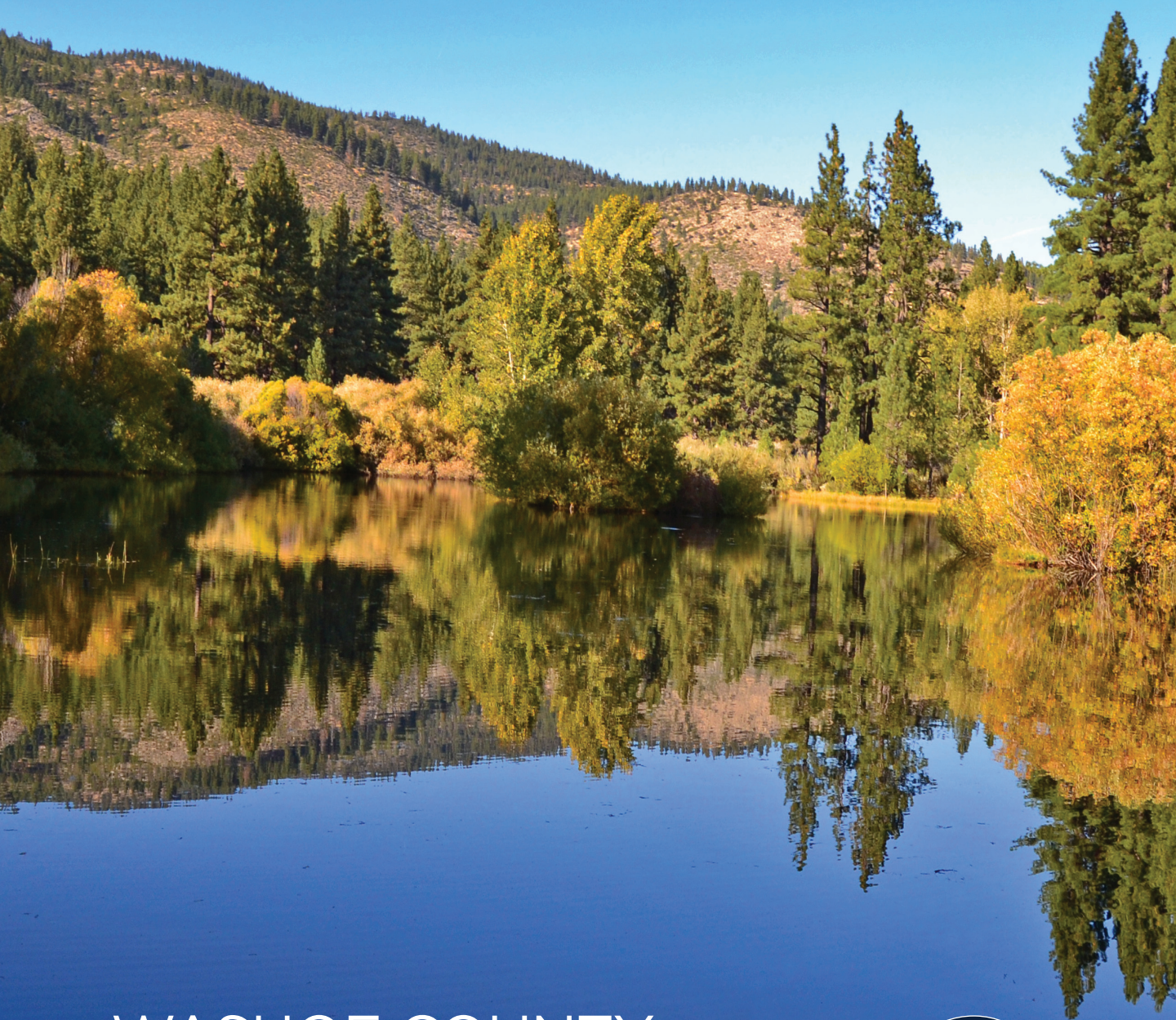


2018 ANNUAL REPORT

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Planning for a Healthy Future



**WASHOE COUNTY
HEALTH DISTRICT**
ENHANCING QUALITY OF LIFE



Public Health
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WASHOE COUNTY HEALTH DISTRICT

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The Washoe County Health District has jurisdiction over all public health matters in Reno, Sparks, and Washoe County through the policy-making District Board of Health.

The Washoe County Health District consists of the following offices and divisions:

Administrative Health Services Office (AHS)

Administrative Health Services Office provides administrative guidance and oversight for financial activities, human resources, and information technology for the District.

Air Quality Management Division (AQM)

AQM is responsible for controlling sources of air pollution and assuring compliance with local, state and federal environmental laws governing air quality.

Community & Clinical Health Services Division (CCHS)

CCHS focuses on disease prevention, community and individual education and wellness. Programs within CCHS include: Chronic Disease Prevention, Immunizations, Maternal Child Health, Tuberculosis, WIC, and Sexual and Reproductive Health which includes Family Planning, HIV and STD services.

Environmental Health Services Division (EHS)

EHS ensures compliance with local, state and federal laws regulating food, waste, water, vector and other areas of public health. While many programs require enforcement, strong education components promoting a collaborative approach to meet public health standards at the local and national levels are also emphasized.

Epidemiology & Public Health Preparedness Division (EPHP)

EPHP conducts disease surveillance and outbreak investigations, coordinates public health response to disaster with partner agencies, and provides training on topics related to public health emergencies, such as bioterrorism and natural disasters. EPHP also provides oversight of Emergency Medical Services (EMS) and Vital Statistics.

Office of the District Health Officer (ODHO)

The ODHO provides leadership and direction for the entire Health District by working with and through the District Board of Health. The ODHO is responsible for overall District management and community-wide health improvement initiatives, and serves as the central control point for public information.

A MESSAGE FROM THE DISTRICT HEALTH OFFICER

Kevin Dick, Washoe County District Health Officer



Using the newly completed Community Health Needs Assessment and input from the community, three priorities were identified to be addressed in the 2018-2020 Community Health Improvement Plan (CHIP). Community partners were engaged to develop the CHIP and they are now working with the Health District to achieve Housing and Homelessness, Behavioral Health, and Physical Activity/Nutrition objectives.

The Health District continues to implement our Strategic Plan which is organized under these six goals: Healthy Lives, Healthy Environment, Local Culture of Health, Impactful Partnerships, Financial Stability, and Organizational Capacity.

The District Board of Health held a November Strategic Planning Retreat to review and refresh the plan which was then updated and approved by the Board in December 2018.

The Health District continues toward national public health accreditation. Some 213 documents were compiled and submitted to the Public Health Accreditation Board (PHAB) to demonstrate conformance with the standards. The PHAB team is now reviewing the documents prior to a site visit that is scheduled in June. Conformance with PHAB standards demonstrates the Health District's management systems, operations, analytics and community engagement perform efficiently and effectively to deliver public health services to our community.

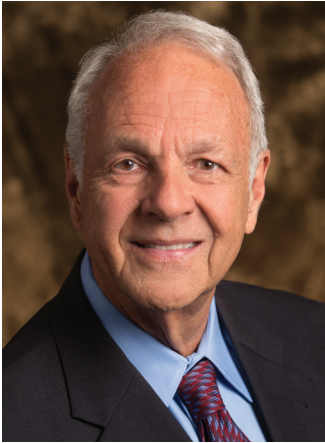
The Health District plays a leadership role in Truckee Meadows Healthy Communities (TMHC), which led the development of a Regional Strategy for Housing Affordability in partnership with Enterprise Community Partners, Truckee Meadows Regional Planning Agency and other representatives from public and private organizations that participated on project teams. The Strategy is scheduled for completion in February 2019 and will provide recommendations to increase availability of affordable and workforce housing in the region. TMHC will continue to work with partners to provide services through Family Health Festivals in disadvantaged neighborhoods and will transition from housing to advocacy for behavioral health and physical activity/nutrition policies in 2019.

The Health District supported and participated on the Washoe Behavioral Health Policy Board (WBHPB), one of four regional boards established under Assembly Bill 366 during the 2017 legislative session. The Health District provided staff support to develop a 2018 Washoe Region Behavioral Health Profile which provides a compilation of data on the behavioral health of Washoe County. The WBHPB has proposed AB66 to be considered during the 2019 Nevada State Legislature. The bill would enable establishment of Crisis Stabilization Centers in order to provide a continuum of services for those experiencing crisis in Nevada.



COMMENTS FROM THE BOARD OF HEALTH CHAIR

Dr. John Novak, DMD



As the new Chair of the Washoe County District Board of Health, I am pleased to share this summary of the Health District's accomplishments over the past year. While time and space do not allow us to include all of our efforts addressing public health in Washoe County, I invite you to review this report and celebrate with me some of the highlights and accomplishments that were realized in 2018.

During the past year we updated and improved our Community Health Needs Assessment and Community Health Improvement Plan (CHIP), and held a community event to present this ambitious plan and to recognize the partner organizations we're working with. The CHIP establishes the work plan and objectives around the community priorities of housing and homelessness, behavioral health, and physical activity and nutrition.

In September, the Board and the Washoe County Health District's Accreditation Team reached an important milestone in the accreditation process by submitting the extensive documentation required by the Public Health Accreditation Board (PHAB). A site visit required for accreditation is scheduled in June.

The Washoe County Health District continues to work to improve customer service with shorter plan review times and has added a Plan Review Dashboard on our website to inform customers of average times for plan reviews in the Environmental Health Services Division. In 2018, Health District staff received over 260 Washoe County Shining Star Awards through nominations from customers or associates in recognition of outstanding customer service or performance.

Finally, let me take this opportunity to thank Dr. George Hess, M.D., and Washoe County Commissioner Kitty Jung for their years of commitment to the Washoe County District Board of Health. As they move on to other endeavors, I hope to continue their legacy and vision of protecting and enhancing the quality of life for all citizens and visitors to Washoe County, Nevada.

Dr. Reka Danko, M.D. has assumed Board-Appointed Physician duties and Washoe County Commissioner Marsha Berkbigler will serve as the new Washoe County Commission representative.

AIR QUALITY MANAGEMENT (AQM)

Charlene Albee, Division Director, calbee@washoecounty.us, OurCleanAir.com

Employee Trip Reduction Program Supports Ozone Advance Program Path Forward

AQM staff continued to promote the EPA Ozone Advance Program Path Forward. As a result, the Reno Planning Commission recognized the benefits of employee trip reduction (ETR) programs by requiring an ETR plan in a special use permit for a new warehousing/distribution facility. ETR programs reduce the number of vehicles on the road and enable long term health benefits from the reduction of ozone in our air.

Economic Development Support & Protection of Public Health

Economic development in Washoe County presented a challenge for AQM staff. Staff oversaw the demolition of 105 buildings, the abatement of almost 800,000 square feet of asbestos containing materials, and the development of over 3,000 acres of land. Along with these construction activities, permits were also issued to 34 new and 28 expanding businesses, demonstrating it is possible to have a healthy economic atmosphere while protecting public health.

Keep it Clean – Be Smoke Smart

The summer of 2018 will be remembered as one of the smokiest summers on record. While smoke concentrations were not the highest ever recorded, the duration of the smoke impacts were record setting. The effectiveness of the Be Smoke Smart outreach campaign was enhanced with the certification of an Air Resource Advisor. Utilizing complex computer smoke modeling programs in addition to portable neighborhood monitors, staff supported Federal Land Managers both in the office and from incident command posts. With an increase in the potential for mega-fires in the future, it is increasingly important to provide more refined health advisories and enable citizens to take precautions to protect themselves from the effects of smoke.

Keep
it Clean.

Be Smoke Smart.

Protect yourself
from wildfire smoke.

OurCleanAir.com



COMMUNITY AND CLINICAL HEALTH SERVICES (CCHS)

Steve Kutz, R.N., M.P.H., Division Director, skutz@washoecounty.us

Sustainability

The Community and Clinical Health Services Division (CCHS) continued to add new third-party payers, improving revenue and reimbursements for FY18. CCHS revenue exceeded the FY17 figure of \$425,000 with a total of \$617,292, a 45% increase. Improved cost recovery helps with the sustainability of our valuable services to the community.

Clinic Services

CCHS provided clinic services to over 16,000 clients in the STD/HIV, TB, Immunization, Family Planning, Women Infants Children (WIC) and Maternal Child programs. This generated over 25,000 visits for this past year.

Family Planning

In partnership with the Washoe County Sheriff's Office, the Family Planning Program implemented a program for female inmates to receive reproductive health counseling, birth control methods, and referrals. While the Title X award for the current FY was reduced by 13.2%, staff have worked to minimize impact to its clients and the community. CCHS is committed to ensure adequate access to critically important family planning methods, including highly effective methods such as Long Acting Reversible Contraceptives. To this end, the program applied for and was awarded funding from the Nevada State Division of Public and Behavioral Health.

Sexually Transmitted Diseases

STD rates in Washoe County continue to follow the national trend of significant increases. By the end of 2018, even conservative estimates indicated that Chlamydia had increased by 20%, Gonorrhea by 48%, and Syphilis by 230%. In response, CCHS shifted staff and management resources to this program to improve prevention and control of STDs and better balance workload.

Healthy Parks

In an effort to increase park utilization by promoting physical activity and consumption of nutritious foods, the Chronic Disease Prevention Program collaborated with the City of Reno Parks and Recreation Department to organize a Family Field Day event at Yori Park.

In other Healthy Park initiatives, all three local Parks and Recreation jurisdictions (Reno, Sparks and Washoe County) voted to ban smoking in all park spaces.



ENVIRONMENTAL HEALTH SERVICES (EHS)

Chad Warren Westom, REHS, Division Director, cwestom@washoecounty.us

Food Protection Inspection Program

Environmental Health Services (EHS) staff conducted second routine inspections on Risk Level III Food Establishments, an increase from the single inspections typically received by these establishments in previous years. Risk Level III Food Establishments include full-service restaurants and other establishments that present a significant risk of causing foodborne disease based on the large number of food handling operations often implicated in foodborne disease outbreaks. As a result of these second routine inspections, we have seen direct intervention and immediate correction of out-of-compliance foodborne illness risk factors that are essential to protecting the health of our community. In addition, some of the least compliant facilities were inspected a third time.



Staff also updated the Food Establishment Field Inspection Guide. This publication provides guidance to food service operators in matters related to retail food inspections, the establishment rating system, and common terminology. This guide also provides standardization among environmental health specialists during their routine inspections, with a reference list of common violations.

Community Development and Land Use

EHS experienced a 70% increase in construction plans for review, while at the same time reducing the average review time from 17 calendar days to less than seven calendar days during the course of the year. EHS was instrumental in the development and execution of an interlocal agreement between the Truckee Meadows Water Authority (TMWA), the Nevada Division of Environmental Protection, and the Washoe County Health District, allowing TMWA more oversight and control of their water system design. During the same year, development and administrative permit reviews increased by 39% with EHS participating in pre-development meetings with Reno, Sparks and Unincorporated Washoe County.

Waste Management

EHS completed a community wide Solid Waste Characterization Study to help frame regional conversations and outreach regarding recycling efforts, outlets, and diversion to reduce unnecessary landfill that could be reused or recycled.

Social Media and Outreach

EHS has increased our social media outreach by purchasing sponsored ads that describe how we provide protection to the general public.

The Service Animals Only window cling continues to be a popular item which can be seen throughout the District in Food Establishments.

Vector-Borne Disease Program

EHS's Vector Program protects the public's health and well-being through the prevention of human disease, discomfort, annoyance, and economic

loss caused by vector species and vector-borne diseases agents. The Vector Program had a successful year in 2018, continuing to prevent the spread of West Nile Virus, Western equine encephalitis, and St. Louis encephalitis. Mosquito prevention tools utilized by the program include the use of mosquito fish for biological control, and the application of appropriate larvicides and adulticides in storm drains, stagnant water, and other bodies of water favorable as mosquito breeding habitats.



EPIDEMIOLOGY AND PUBLIC HEALTH PREPAREDNESS (EPHP)

Randall Todd, DrPH, Division Director, rtodd@washoecounty.us

Epidemiology

From April through June, the Epidemiology Program (EPI) staff members worked with other WCHD staff using the Incident Command System to manage a measles outbreak with one lab-confirmed case. There were 263 self-reported exposed persons. Of these, 79 were classified as contacts and 74 were evaluated. Two contacts received post-exposure prophylaxis, nine were quarantined, three were excluded from work or school, six went through active monitoring on a daily basis by EPI, and nine were tested and found to be negative. The collaborative work by staff prevented measles from spreading in the community.

An outbreak of six cases infected or colonized with a superbug called *Klebsiella pneumoniae* carbapenemase (KPC)-producing *E. coli* associated with a state-licensed group home was identified by WCHD through ongoing robust active surveillance. This outbreak provided a unique opportunity for the Centers for Disease Control and Prevention (CDC) to re-evaluate their recommendations on the prevention of Carbapenemase Producing Organism (CPO) transmission in the group home setting. EPI's contribution to this outbreak investigation provided assistance to state and federal health officials in identification of the source of this outbreak.

Public Health Preparedness Program (PHEP)

Public Health Emergency Preparedness (PHEP) staff conducted a Community Reception Center exercise at the 2018 Reno Preparedness Expo. The exercise tested radiological detection, decontamination, civilian registration, and medical counter-measures. Over 20 agencies and over 100 people participated.

PHEP, in partnership with home health, hospice and dialysis agencies, developed an integrated response process for disasters or emergencies. The process has been exercised five times, increasing preparedness and response capabilities among non-traditional response agencies.



In October, staff facilitated a community-wide Point of Dispensing (POD) exercise to test preparedness plans. Seven participating agencies simulated an influenza pandemic and opened PODs to provide vaccinations. As part of this exercise, the Health District partnered with the Washoe County School District and the Family Health Festival and gave over 200 vaccinations.

Inter-Hospital Coordinating Council (IHCC)

The IHCC increased collaboration among healthcare partners with two exercises in 2018. The first exercise was a no-notice coalition surge exercise activating the Mutual Aid Evacuation Annex, and resulting in the evacuation of 324 fictitious patients from Renown Regional Medical Center to nine hospitals, seven skilled nursing, and one memory care facility. The second exercise was an emergency credentialing exercise to identify how ambulatory surgical centers and hospitals could share staff during emergencies. As a result, a common emergency credentialing process was identified for the region.

Emergency Medical Services (EMS)

The EMS Oversight Program received a grant from the Nevada Governor's Council on Developmental Disabilities. The grant funded two training videos for Nevada first responders that provide information on individuals with intellectual and/or developmental disabilities, and strategies to best respond. The videos were completed and distributed across Nevada to fire, EMS and law enforcement agencies.

In June 2018, the District Board of Health approved revisions to the Washoe County Multi-Casualty Incident Plan (MCIP) and a new plan annex, the Alpha MCIP, to address large-scale and multi-location incidents. As part of the plan, the Health District purchased and strategically-placed medical supply kits (alpha kits) throughout the community. If a major incident or disaster occurs in multiple locations, these kits will be used as resources to treat patients.

ADMINISTRATIVE HEALTH SERVICES (AHS)

Anna Heenan, Administrative Health Services Officer, aheenan@washoecounty.us

Summary of financial operations

The Administrative Health Services Division (AHS) supports fiscal operations and ensures proper fiscal controls within all divisions. This stewardship assisted the Washoe County Health District in ending Fiscal Year 2018 with \$21.9 million in expenditures and an ending fund balance of \$6.3 million. AHS administered over \$24.1 million in resources, including \$5.7 million in federal grants, \$241,835 in state grants, and \$10.1 million from the Washoe County General Fund.

Human Resources

AHS supported payroll and other human resource needs for over 190 employees representing 156.26 full-time equivalents. AHS processed 32 new hires which included six new positions, five position reassignments, 10 promotions, and 27 resignations and retirements. AHS also monitored and implemented the requirements of the Washoe County Code for Human Resources and the negotiated agreements for four bargaining units which include the Washoe County Employees Association Supervisory and Non-supervisory Units, and the Washoe County Nurses Association Supervisory and Non-supervisory Units.



Technology

Day-to-day management of the Regional Permitting System was transferred to Washoe County Technology Services, allowing one of the two Health District Technology Positions to be reallocated to the Health District Fiscal Team for increased support to the Fiscal Compliance Officers. The Health District Technology Team assisted in replacing 190 computers including upgrades to Windows 10 in all computers. The Technology Team also addressed over 700 requests for technology concerns and managed over 40 software applications and social media issues.

Quality Improvement

AHS continues to look for ways to improve operations and save costs. AHS has converted the retention of all Health District contracts from paper to electronic archives, converted the paper approval process of invoicing to an electronic approval process, and set up electronic new hire orientation packets. This enables the Human Resources Representative to print packets as needed with just the push of a button.

Workforce Development

Nine employees in AHS completed over 56 classes to support the strategic priority of workforce development, including project management, legal issues, and grants management, thereby creating a culture for cultivating talent. An Essentials of Management Development Certificate was completed by one of the Fiscal Compliance Officers.

VISION

A healthy community

MISSION

To protect and enhance the well-being
and quality of life for all in Washoe County

VALUES

Trustworthiness
Professionalism
Partnership
Collaboration

STRATEGIC DIRECTION

Leaders in a unified community making measurable
improvements in the health of its people and environment

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